



ARIBA ACCOUNT MANAGEMENT

SAP BUSINESS NETWORK

SUPPLIER GUIDE

TABLE OF CONTENTS

CONNECT WITH SOLSTICE

- General Information
- Email Invite (TRR)
- Create an Account (No email invite)
- Customers
- Recover Account (Admin left)
- Test Account

CUSTOMIZE Ariba

- Account Set up: Profile
- Account Set up: Language, Timezone, Currency
- Grant Access
- Email Notifications

REQUEST SAP SUPPORT

- Contact SAP Support

GENERAL INFORMATION

- There can only be one administrator per Ariba account
- Only administrators can grant access to users and set up account
- Solstice's Ariba training guides are in the Ariba Training Site
- Solstice *should not* access external accounts
- Process to transact with Solstice in Ariba:
 1. Solstice sends an email invite to Supplier to connect through Ariba
 2. Supplier connects through Ariba and sets up account
 3. Solstice provides trainings and migrates the data to Ariba

CONNECT WITH SOLSTICE: EMAIL INVITE

TRADING RELATIONSHIP REQUEST (TRR)

1. Receive an Ariba email invite from ordersender-prod@ansmtp.ariba.com
2. Click **Get Started** (The user who accepts the invite becomes the administrator)
3. A new webpage will pop-up
4. You will have 3 options to connect with Solstice

A. Review existing accounts:

You can review existing Ariba accounts and decide whether to connect using one of them or contact administrator.

B. Using an Existing account:

Use your login to connect with Solstice.

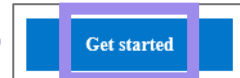
C. Creating a New account:

Complete requested information to create an Ariba account which can be used with more customers.

Connect with Solstice to collaborate on SAP Business Network!

Dear Valuable Supplier, Solstice has migrated to the Ariba ® Network platform to use it as a centralized tool to improve our end-to-end demand planning, forecasting, PO collaboration, invoicing and payment visibility.

2



A

< Review matched accounts
Your company may already have accounts with Solstice.

Edit search criteria

Company name	Tax / VAT ID	Action
★ Unicorn PTY LTD		Use this account
SAP Australia Pty Ltd		Contact administrator

B

Username

[Forgot username?](#)

Password

[Forgot password?](#)

[Connect](#)

C

Administrator account information

First name * Last name *

Email *

☒ Use my email as my username

Password * Repeat password *

Business role *

☐ I have read and agree with the [Terms of Service](#)
Please read [SAP Ariba Privacy Statement](#) to understand how we process personal data.

3

[Review accounts](#)

or

[Use existing account](#) ⓘ

[Create new account](#) ⓘ

Note:

For new account:

- company profile, users and notifications need to be set up.
- Username needs to be in an email format but does not need to be a real email.

CONNECT WITH SOLSTICE: CREATE AN ACCOUNT WITHOUT EMAIL INVITE

Solstice can also connect with your company if you share your Ariba account ID (ANID). You can create an ANID by following as below:

1. Go to <https://supplier.ariba.com> > Register Now
2. Complete information
3. Accept terms and conditions > click “I’m not a robot”
4. Click “Create Account” > Complete overall set up
5. Share your ANID with Solstice enablement support.

Supplier sign-in

The username and password pair you entered was not found.

Username

Next

Forgot username

New to SAP Business Network? Register Now or learn more

1

SAP Business Network

Create a free company account to connect with your customers on SAP Business Network

Company information

DUNS number

Don't know your DUNS number?

Company (legal) name *

Enter company legal name

Country/Region *

United States [USA]

Address line 1 *

Address line 2

Address line 3

City *

State *

Choose a state

Zip *

2

Administrator account information

First name *

Last name *

Email *

☒ Use my email as my username

Password *

Repeat password *

Business role *

Choose your primary business role

☐ I have read and agree with the Terms of Use.

☐ I hereby agree that SAP Business Network will make parts of my (company) information accessible to other users and the public based on my role within the SAP Business Network and the applicable profile visibility settings. Please see the Privacy Statement to learn how we process personal data.

☐ I'm not a robot

reCAPTCHA

Privacy • Terms

Create account

3

4

Ricardo Espinosa

SUP_ENABLE_ADM

Solstice

ANID: AN11238721119

5

Note:

- Company profile, users and notifications need to be set up.
- Username needs to be in an email format but does not need to be a real email.

CUSTOMERS

ACCEPT NEW CUSTOMERS

1. Click Initials > Settings > Customer Relationships
2. Click on Pending Requests > Accept customer If agreed

SOLSTICE TRANSACTION RULES

3. Click on Solstice link
4. Review Details such as:
 - Company Profile information
 - Contact Information
 - Order Confirmation and Ship Notice Rules
 - General Invoice Rules
 - PO Invoice Field Rules
 - PO and Non-PO Invoice Field Rules
 - Invoice Custom Field Rules
 - Invoice Address Rules
 - Online Invoice Form Rules

The screenshot shows the 'Customer Relationships' page with several annotations:

- A purple circle with the number '2' is placed over the 'Update' button.
- A purple rectangle highlights the 'Pending (0)' tab in the relationship status bar.
- A purple circle with the number '3' is placed over the 'Solstice - TEST' customer entry in the table.
- A purple rectangle highlights the 'Solstice - TEST' customer entry in the table.

Customer Relationships | Users | Notifications | Application Subscriptions | Account Registration | API management | Ge

Current Relationships | Potential Relationships | Numbering Preferences

I prefer to receive relationship requests as follows:

☒ Automatically accept all relationship requests ☐ Manually review all relationship requests

Update

Current (1) **Pending (0)** Rejected (0)

Current Customers

Filter

Customers

Enter customer name or Network ID +

Apply Reset

Customer	Network ID	Collaboration Type	Actions
☐ Solstice - TEST	ANID: AN11238721119-T	Fulfillment	Actions ▾

RECOVER Ariba ACCOUNT

ADMINISTRATOR NOT LONGER ACTIVE

Suppliers have 2 options to recover the account

- A. If you have access to the former administrator email
- B. If you *do not* have access to the former administrator's email.

A) IF YOU HAVE ACCESS TO FORMER ADMINISTRATOR EMAIL

1. Go to supplier.ariba.com > Click "Forgot Password"
2. Enter the former administrator email
3. You will receive an email with the password
4. Access Ariba > Enter former administrator email and password

Once you are in the Ariba account you will need to delegate the administrator role to the new administrator by either 1) creating a new user and delegating the Administrator role to the user or 2) if already created, just delegate the administrator role. Refer to slide "[Grant Access](#)"

The image shows two screenshots from the Ariba Supplier portal. The left screenshot is the 'Supplier Login' page, which has fields for 'User Name' and 'Password', a 'Login' button, and a link for 'Forgot Username or Password'. The right screenshot is the 'Recover your username' page, which asks the user to 'Enter the email address you used to register with SAP Business Network.' and shows an example email 'Example@honeywell.com' in the input field. Both pages have 'Submit' and 'Cancel' buttons at the bottom.

B) IF YOU DO NOT HAVE ACCESS TO FORMER ADMINISTRATOR EMAIL

Contact SAP Support to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email

HOW TO CONTACT SAP SUPPORT

1. Go to supplier.ariba.com > Click on (?) > Support
2. Click Contact us > Enter your query in the Search field
3. Click the Search > Select suitable answer. If none scroll to the bottom and click "Create case"
4. Complete the information requested
5. Select preferred contact method
6. Click Submit

The image shows three screenshots of the SAP Help Center interface. The first screenshot shows the 'Help Topics' sidebar with 'Support' selected, indicated by a circled '1'. The second screenshot shows the 'Contact us' link in the top navigation bar, indicated by a circled '2'. The third screenshot shows the search bar with the text '2. New issue? Start here to find your answer.' and a 'Create a Case' button at the bottom, indicated by a circled '3'.

TEST ACCOUNT

GENERAL INFORMATION

- Only Administrator can create a Test Account and assign users to it.
- Username must be different between Test and Production accounts.
- Test accounts are commonly used for supplier on EDI/B2B scope.
- ANID account number will have a “-T” suffix.
- Test label will display at the top of the Ariba portal once in.

CREATE A TEST ACCOUNT

1. Click Initials > Switch to Test Account
2. Click OK
3. Create Username and Password > Click OK

The image displays three sequential screenshots from the SAP Business Network interface, illustrating the process of creating a test account. The top screenshot shows the 'Business Network' header with 'Enterprise Account' and a 'TEST MODE' button highlighted by a purple box. A dropdown menu is open, showing options like 'My Account', 'Link User IDs', and 'Switch to Test Account', with the latter highlighted by a purple box and a circled '1'. The middle screenshot, titled 'Changing Account Mode', shows a dialog box with an 'OK' button highlighted by a purple box and a circled '2'. The bottom screenshot, titled 'Create Test Account', shows a form with fields for 'Username:*' (containing 'test-admin@ Name of Supplier'), 'Password:*', and 'Confirm Password:*', all highlighted by a purple box and a circled '3'. The 'Username' field also has a blue 'Name of Supplier' placeholder text.

ACCOUNT SET UP PROFILE

LOGIN

1. Go to <https://supplier.ariba.com>
2. Enter your Ariba keys

COMPLETE COMPANY PROFILE

3. Login > click on your initials (Top-right corner)
4. Click **Company Profile** > Update as needed:
 3. Organization Structure
 4. Additional Addresses
 5. Business Information:
 - Complete Financial Information
 - Tax Information
 6. Contacts
 7. Customer Requested
 8. Additional Documents
 9. Products and Services
 10. Service Location

TEST

ANID: AN1120: DUNS: -

Employees: - Founded: - Company Aliases: -

Business Type: - Revenue: - Address: Massachusetts, United States
[View Details](#)

Legal Form: - Stock Symbol: -

Product and Service Categories	Ship-to or Service Location	Industries Served
Enter the products and services your company provides. Postings made by buyers will be matched to you based on the product and service categories you enter below.	Enter the locations your company ships to or serves. Postings made by buyers will be matched based on the locations you provide here.	Select the industries you serve here.

Credentials

Certifications

Click the pencil icon to add the certificate to showcase your business traits and strengths.

ACCOUNT SET UP

LANGUAGE, TIMEZONE AND CURRENCY

The language you see on your Ariba account is based on your **account Default language** and the **language settings** in your internet browser.

LANGUAGE CHANGE (ARIBA)

1. Go to your initials > **My Account**
2. Configure **Preferences** section as needed:
 - Preferred Language
 - Preferred Time zone
 - Default Currency

Preferences

Preferred Language:

English

Preferred Timezone:*

Select

Default Currency:*

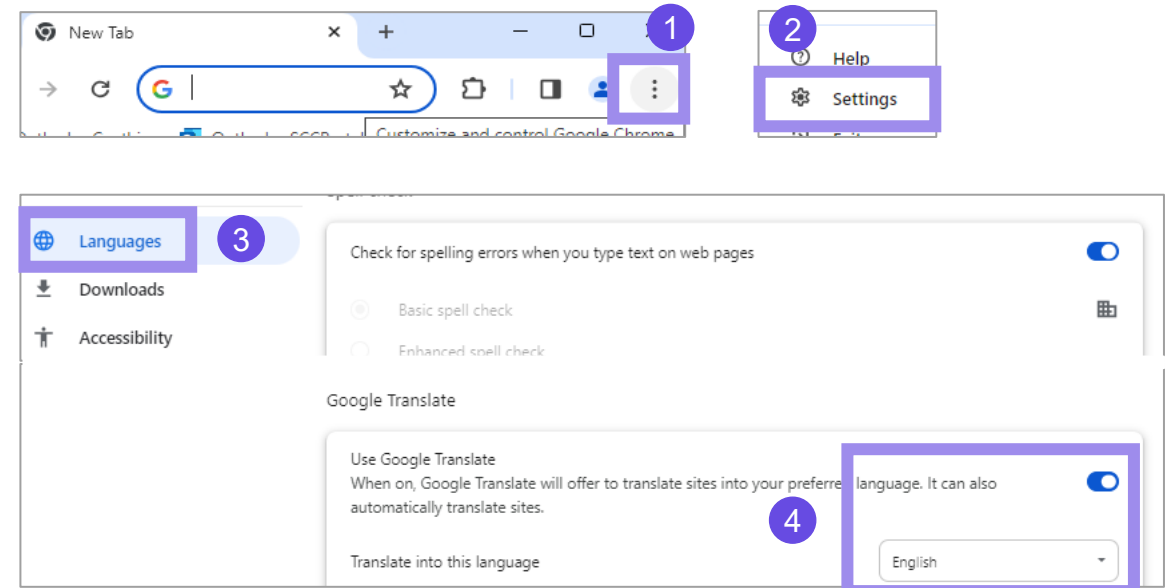
Euro

Select Currency

☐ Allow Me to Save Filter Preferences in the Inbox/Outbox

LANGUAGE CHANGE (CHROME)

1. Click on more options from tab (3 dots)
2. Click on **Settings**
3. Click on **Languages**
4. Activate **Google translate** > Select preferred **language**



GRANT ACCESS

ASSIGN PERMISSIONS TO USERS

To grant access to a user, a Role needs to be created first.

ROLES

1. Click Initials > Settings > Users.
2. Select **Manage Roles** > Click on “+”.
3. Provide a name to the Role.
4. Select the permissions granted for this Role.
5. Click Save.

Manage Role Manage Users (6)

Roles (2)
Create and manage roles for your account. Roles can be viewed, but cannot be modified.

Filters
Permission
Select permission assigned

Apply Reset

Create Role (5) Save Cancel

* Indicates a required field

New Role Information

Name: * Fina (3)

Page 1 >>

Permission (4) ☒ Permission

API Development PI development using the SAP Ariba

Note:

- There can be up to 250 user accounts per ANID.
- Users can have multiple roles and assigned specific customers as needed.

USERS

6. Click **Manage Users** > Click on “+”.
 7. Complete requested information.
 8. Assign a role.
 9. Click Done.
- A. **Administrator role** can be delegated by clicking “Action” from the user row under Manage Users tab

Create User (9) Done

Create a new user account and assign a role and if needed assign them to a customer. Ariba will email a temporary password to the address provided for the new user. The account information entered here will not be modifiable after you click Done. However, you can modify role assignments at any time.

New User Information

Username: * EMAIL ADDRESS FORMAT (7) ⓘ

Email Address: * User@test.com

First Name: * Test

Last Name: * User

Do not allow the user to resend invoices to the email address provided. ⓘ

This user is the Ariba Discovery Contact ⓘ

Limited access ⓘ

Country Area Number

Office Phone: USA 1 (7)

Role Assignment (8)

Name Description

AN Access Actions

Yes Actions (A)

Edit

Delete

Make Administrator

EMAIL NOTIFICATIONS

ELECTRONIC ROUTING

ORDER AND INVOICE NOTIFICATIONS

1. Click Initials > Settings > Electronic Order Routing or Invoice Routing
2. Configure as needed. Recommended to set up:

Orders notification recommendations

- Payment Remittances
- Send notification for new purchase orders to suppliers.
- Send notification to suppliers when purchase orders are changed.

Invoice notification recommendations

- Invoice Failure
- Invoice Status Change
- Invoice Created Automatically from Receipts (*if you are ERS*)

Account Registration **1** Settings

Network Settings

Electronic Order Routing

Electronic Invoice Routing

Logout

Routing Method **2** Email

Options

Email address: Supplier@example.com,supplier2@example.com|

☐ Attach cXML document in the email message

☒ Include document in the email message

☐ Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".

☒ Attach PDF document in the email message

To email addresses (one required)

supplier@example.com,supplier2@example.com|

REMITTANCE NOTIFICATIONS

1. Click Initials > Settings > Electronic Order Routing or Invoice Routing
2. Click "Settlement" tab
3. Configure as needed. Recommended to set up:

Payment Remittance notification recommendations

- Payment Remittance
- Payment Remittance Status Updates

Network Settings

Electronic Order Routing Electronic Invoice Routing Accelerated Payments **Settlement 2**

Note:

- You can add up to 5 email addresses per notification type. Each email separated by comma and no space.

SAP Ariba SUPPORT

CREATE A CASE

1. Click on the (?) (supplier.ariba.com)
2. Click on **Support** > **Contact us**
3. Enter your **query** in the Search field > Click **Search** icon.
4. Select possible answer; if none:
5. Scroll to the bottom > click **Create case**
6. **Complete** the information requested to create a Case > Select preferred **contact method**

Be as specific as possible. You can copy and paste below questions in the case and respond them:

- What did you do to fix issue?
- What Happened?
- What is your User ID?
- What browser are you using? Did you use another browser?
- Are you connected to the VPN?
- Where in the Ariba the issue happened?
- When did it happened?
- Share screenshot

7. Click **Submit**

Note: Make sure to complete SAP's survey sent to your email after 10 days of the case being closed to ensure service quality always improve.

